

Message: A2A Database Issues

A2A Database Issues**From**

Kraft, Emily

Date Monday, February 6, 2017 3:03 PM**To**

Berhorst, Leslie

Cc

 [L Bashley Issue.PNG](#) (30 Kb HTML)  [Screenshot \(32\).png](#) (218 Kb HTML)  [Screenshot \(37\).png](#) (164 Kb HTML)  [New A2A Database Issues.docx](#) (20 Kb HTML)

Hi Leslie,

Per our discussion, here is the list of issues compiled from late last week. Additionally, the screenshot for ticket #2434199 is included. I will forward additional information as I receive it. Let me know if you need me to ask for anything specific.

Thanks,

Emily Kraft

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New A2A Database Issues

- Need to delete Angelica O'Neill's subcontractor account (Our Lady's Inn – St. Charles) so she can get set up as an employee at Our Lady's Inn – STL
- Change Mother's Refuge email from Robert@mothersrefuge.org to programdirector@mothersrefuge.org
- When a subcontractor enters a new client intake form and assigns it to an employee, the employee is unable to see that client's data when logged in.
 - Issue for Regina at ThriVe (assigning clients to Julia Guariglia)
 - Same issue for Lori Amato at LifeLine Pregnancy Care Center
 - Waiting on list from these users regarding which clients should be seen for each user.
- Whenever Denise Wilkinson at Catholic Charities of Southern Missouri logs in, it's saying "Welcome Cathycsomo" rather than "Welcome Denise".
- Gina at ThriVe is having issues with the database telling her in the client intake form that there has been 30 minutes of inactivity and that she has been timed out, but she has not been logged in for 30 minutes for that to actually be the case. She has also received this same message when moving from her profile page into the client intake form. She has tried exiting the browser and logging back in and the problem persists.
- Lori Amato at LifeLine Pregnancy Care Center has noticed the client intake form "refreshing" or clearing all entered data halfway through the form.
 - A user at Catholic Charities of Southern Missouri had the same issue at least 8 times during the time it took her to input 19 clients.
 - Gina and Carolyn from Thrive noticed that when they select drop down menus on the intake form or the FOB info section on intake form, that the previously entered info disappears. May be
- Teresa at Alternatives clinic is having trouble with birthing outcomes and EDPS forms. Unsure of the specifics of this one at this time, but have asked for more info and any relevant screenshots.
- Megan at Nurses for Newborns noticed that the intake forms seem to refresh when she's tabbing from field to field, particularly when she gets to the assessment date field.
- Megan at NFN also noticed that she had to repeatedly select the County field because it didn't "stick" the first time she selected the county.
- Pam Elledge at Catholic Charities of Southern Missouri (Whole Kids Outreach) and LaTasha Bashley (also at CCSOMO) cannot change their passwords when setting up their accounts. I have the screenshots of both attached.

Old A2A Database Issues

- Now that it is February, the old database is requiring the annual financial update. Is there any way this feature can be easily disabled on the old database, so that users can finish up the last old contract IPCP entries without having to do this?